Appendix VII. Diagnostic Questions for PHA Self-Assessment

The following questions can be used by PHAs for a self-assessment or they can be administered by Field Offices to ascertain PHA capacity in reporting to MTCS and using MTCS reports. Field Offices can use the questions in conjunction with an informal or formal (on-site) review – for example, in preparing background information prior to on-site review.

General Questions

1. Who is (are) the primary staff person(s) for MTCS at the PHA? Are there separate persons in charge of MTCS for public housing and Section 8?

2. Who keys and transmits MTCS (Form HUD-50058) data: PHA staff, temps, vendor, outside service bureau, etc.? Does the PHA separate or combine MTCS operations for public housing and Section 8? Does occupancy staff complete a hard copy Form HUD-50058 or key directly into an electronic format? Does occupancy staff ever key data into an electronic format

3. How does the agency organize its occupancy operations – i.e., separate occupancy operations for public housing and Section 8 or a combined operation?

4. Whose software is used to enter and transmit Form HUD-50058 data – i.e., FRS, vendor software, system designed in the PHA? Does the PHA have a service or support contract to maintain or update its software? How are software updates handled? (If the PHA uses an outside vendor, ask the following questions.) Has the PHA considered using the FRS software? (If not, why not?) Has the PHA considered some other software solution?

5. Has the PHA ever sent a small sample of forms to see whether it is sending files that satisfy changes in MTCS or the Form HUD-50058?

6. What is the PHA's Internet capacity? What does the agency use the Internet for, generally? Does the agency use the Internet for MTCS: transmit records, access error reports, use TASS, access the News Flash, and access notices?

   - How does the agency use the Internet for MTCS: transmit forms, access error reports, access the News Flash, and access Notices?

   - How many work stations have Internet access?

   - Has the agency phased out Sprint Mail in preparation for MTCS 2000?

7. What does the PHA offer as a reason (or reasons) for missing forms? (Ask a general question first, then probe on the following: Form HUD-50058 conversion, other software limitations, vendor issues, Internet issues, PHA operations and internal communications, updating records to new formats.)

8. What has the PHA heard from HUD (HQ or Field Office) concerning its MTCS performance?

9. Has the PHA had occasion to contact or be contacted by the MTCS Hotline? Was the Hotline able to help? Where else has the PHA gone for help – e.g., user groups, HUD Headquarters staff, HUD Field Office staff?

10. What types of technical information or support would be helpful to overcome problems? What would help in the future?

11. When does the PHA expect to achieve the following milestones: ability to transmit both Public Housing and Section 8 data on the Form HUD-50058 (10/99), 75 percent up to date records, 85 percent up to date records?

Summary

1. What are the PHA's major problems?

2. What are the possible solutions?

3. What is the likely time frame for bringing PHA reporting up to 75 percent? Up to 85 percent?